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In the Claims

1.   (Currently Amended)   A method for reporting status of work in progress, comprising the steps of:

periodically querying a database that contains data indicating an order number, a promise date, a request date, a shipment date, and a product category for a plurality of products/services offered;

comparing the promise dates and the request dates;

setting a proactive promise alert if a promise date is later than a request date for a given order; and

displaying the proactive promise alerts with the order numbers for those given orders that have a promise date that is later than their respective request date.

2.   (Original) The method of claim 1 further comprising the steps of:

setting a reactive shipment alert if the shipment date exists and the request date is less than a user-defined number of days prior to a current date; and

displaying any reactive shipment alerts with the order number together with the proactive promise alerts.

3.   (Original) The method of claim 2 wherein the user-defined number of days is equivalent to a number of days required for shipping a product to a customer.

4.   (Previously Presented) The method of claim 1 wherein the querying of the database is conducted automatically at regular time intervals, and wherein the step of displaying is further defined as displaying the proactive promise alerts with the order numbers by product category and type of alert.

5.   (Original) The method of claim 1 wherein the steps of the method are repeated automatically in real time.

6.   (Original) The method of claim 1 further comprising repeating the steps of the method every time a request for information is made.

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7.   (Original) The method of claim 2 wherein the proactive promise alert allows for correction of a potential late shipment and the reactive shipment alert provides data to prevent future late shipments.

8.   (Original) The method of claim 1 further comprising the steps of reacting to a proactive alert by performing one of:

modifying the promise date to coincide with the request date; and

notifying a customer that the request date cannot be fulfilled as desired.

9.   (Original) A computer-readable medium having stored thereon one or more computer programs that, when executed by one or more computers, causes the one or more computers to:

populate a database with data to include an order number, a promise date, a request date, a shipment date, and a product category for a plurality of orders;

periodically query the database and compare promise dates to request dates;

set a proactive alert if the promise date is later than a request date;

set a reactive alert if the shipment date exists and the request date is less than a user-defined number of days prior to a current date; and

display any promise and shipment alerts by product category and type of alert.

10.   (Original) The computer-readable medium of claim 9 wherein the user-defined number of days is equivalent to a number of days required for shipping a product to a customer or providing a service to a customer.

11.   (Original) The computer-readable medium of claim 9 wherein the query of the database is conducted automatically at regular time intervals.

12.   (Original) The computer-readable medium of claim 9 wherein the one or more computer programs cause the one or more computers to repeat the actions of claim 9 every time a request for information is made.

13.   (Original) The computer-readable medium of claim 11 wherein the regular time interval is between 0 and 60 seconds.

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14.   (Original) The computer-readable medium of claim 11 wherein the regular time interval is greater than 1 minute.

15.   (Original) A computer data signal representing a sequence of instructions that, when executed by one of more processors, cause the one or more processors to:

        populate a database with an order date indicating a date an order is initially made, a request date indicating a date when a customer requests delivery of the order, a shipment date, when available, indicating a date when actual shipment will occur and a product/service category for each order for a product/service;

        query the database and compare promise dates to request dates for each order and check for the entry of a shipment date for each order;

        set a proactive alert if any promise date is later than a request date;

        set a reactive alert if a shipment date exists for an order and the request date is less than a user-defined number of days prior to a current date; and

        display all proactive and reactive alerts by product/service category and type of alert.

16.   (Original) The computer data signal of claim 15 wherein the user-defined number of days is equivalent to a number of days required for shipping a product/service to a customer.

17.   (Original) The computer data signal of claim 15 wherein the query of the database is conducted automatically at regular time intervals.

18.   (Original) The computer data signal of claim 15 wherein the computer data signal causes the one or more processors to repeat the actions of claim 15 every time a request for information is made.

19.   (Original) The computer data signal of claim 17 wherein the regular time interval is between 0 and 60 seconds.

20.   (Original) The computer data signal of claim 17 wherein the regular time interval is greater than 1 minute.

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21.   (Original) The computer data signal of claim 15 wherein the computer data signal causes the one or more processors to allow user modification of the promise date to coincide with the request date in response to the proactive alert if the product/service is available by the request date.

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